

Cuyahoga Valley National Park Volunteer Program

Building a Community of Park Stewards



Conservancy for Cuyahoga Valley National Park

Internship Opportunity

- Position Title:** Guest Services Intern
- Dates of Internship:** Mid May to Mid August
- Hours:** 20/week. Flexible scheduling - evenings, weekends, and holidays expected
- Location:** Hines Hill, Happy Days Lodge, Other Cuyahoga Valley National Park Facilities
- Duties:**
- Guest Relations - By adhering to the Conservancy and NPS policies and procedures, provide excellent customer service to Extraordinary Spaces guest groups. Create a positive experience for guests while hosting weddings, meetings and other social events in park facilities. Provide sales assistance to Events Coordinator and Director of Sales and Guest Services by conducting tours and providing potential clients with updated and accurate information on various types of events.
- Event Hosting - Work directly with guest groups during events, provide assistance and information and provide catering assistance as assigned. Open facilities, assist with event set-ups, assure facility is event ready, breakdown, and close facilities. Provide professional guidance for vendors. Provide event hosting and catering assistance for Conservancy events
- Facilities oversight - Maintain integrity of historic facilities by adhering to NPS and Conservancy guidelines. Assure that historic facilities are safe by responding to facility issues in a timely and appropriate manner
- Sales and Marketing - Positively and accurately communicate the Conservancy and NPS mission to guests, vendors, and potential guest groups resulting in increased good will and awareness for the Park. Supply Extraordinary Spaces facilities with marketing/promotional materials.
- Effectively present information to customers, staff and upper management. Respond to common inquiries from customers, staff, visitors and other members of the community.
- Skills Required:**
- Ability to: communicate clearly and coherently in correspondence and over the phone in the English Language; work in a team environment as well as operate independently and multitask; collect and manage data; read, analyze and interpret the Conservancy and NPS procedures and guidelines.
- Knowledge of: the principles and processes for providing customer and personal services, including customer needs assessment, meeting quality standards for service and evaluation of customer satisfaction goals; effective public relations and diplomacy; various computer software and hardware. Must be familiar with scheduling software as well as word processing, Excel, e-mail, and Internet software.
- The intern must be able to occasionally go up and down stairs and occasionally required to lift up to fifty (50) pounds.
 - Must be able to frequently travel to other locations for tours, events and meetings.



Requirements:	<p>Applicants must complete a National Park Service Volunteer-in-Parks Agreement and may be subject to a background investigation. U.S. citizenship, valid driver's license, and reliable transportation required.</p> <p>Employees may be required to wear associate uniforms when working with visitors.</p> <p>Local candidates only.</p>
Salary/Benefits:	\$200/week stipend provided. Student may obtain internship credit with university upon approval of academic advisor. Interns are eligible for injury compensation and tort claims the same as federal employees and are considered to be federal employees for those purposes only.
Outcomes:	This intern will gain extensive knowledge of the hospitality industry, learning aspects of sales, customer service, and coordination. The intern will leave with experience in speaking with customers via email, on the phone, and in person. Areas of learning will be in data management systems, customer service, event logistics, weddings, catering, sales, and marketing. Each intern will create a project in an area of interest and will have the opportunity to positively impact the Extraordinary Spaces program.
How to Apply:	Send résumé and cover letter to apply@forcvnp.org with the position title as subject line.